

AGMT Certification Program –Appeals and Complaints Process

APPEALS

Any AGMT Applicant, Candidate, or Certified Technician denied Certification (or Recertification) may appeal that decision, including any reason(s) for denial.

To make an Appeal please email or write to the AGMT Program Administrator. Please include the following information:

- Contact information – name, phone number, email address, physical address.
- Reasons(s) for the Appeal
- Any supporting documentation

AMS Inc. as the Certification Body for the AGMT Certification Program is the final decision maker on certification.

COMPLAINTS

Any AGMT Applicant, Candidate, Certified Technician, or member of the public may file a complaint. Complaints are expressions of dissatisfaction other than an appeal. Complaints can be made regarding AMS Inc., its management system, or its certification activities that it is responsible for (i.e. customer service, policies, procedures). Complaints can also be made about Certified Persons, or a person that is claiming to be certified (i.e. performance, code of ethics violation, false claims of certification status).

To file a Complaint please email or write to the AGMT Program Administrator. Please include the following information:

- Contact information – name, phone number, email address, physical address
- Details of the complaint, and situation surrounding the complaint
- Any supporting documentation

All Appeals and Complaints are handled in a timely fashion, tracked, the complainant or appellant is notified of receipt and provided status updates until a resolution and final decision is reached. Below is the mailing address, email address, and phone number for AMS Inc to which all appeals and complaints should be directed.

**AMS Inc.,
ATTN: AGMT Staff
PO BOX 730
Sackets Harbor NY, 13685
staff@agmtprogram.com or (315)646-2234**

For additional details around AMS's complaint and appeal process the follow excerpt is provided from the Program Administrator's Complaint & Appeals Process (from AD-07 Quality Manual, Section 13)

13.0 Appeals and Complaints

Complaints and appeals regarding AMS, its management system, or its certification activities that it is responsible for following the below procedure. Complaints and appeals that require the program sponsor to address are directed to the program sponsor.

Specific requirements regarding appeals and complaints, if outlined under a specific program operated by AMS may override the below procedure. Appeals are formal, written contests where certification status is concerned, or where there is disagreement of AMS/Program Policy and/or Procedure. Resolution may be accomplished via third-party ruling, as necessary. Complaints are expressions of dissatisfaction other than an appeal and generally are about how AMS functions (i.e. customer service, policies, procedures).

Complaints must be in writing to be logged.

13.1 Complaints and Appeals are tracked.

13.2 Complaints and Appeals received by AMS are formally recorded as an Action Item for tracking and resolution purposes.

13.3 If necessary, and as determined by the Quality Manager, an AD-11 form may be attached to the corresponding Action Item, and the Quality Manager or designee is notified.

13.4 The Quality Manager or designee notifies the complainant or appellant of receipt of complaint or appeal. They also notify them of the process being followed.

13.5 The complaint or appeal is assigned to a person or persons responsible for gathering all information necessary to resolve the issue. The decision resolving the complaint or appeal is made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal, taking into account the results of previous similar appeals.

13.6 Once a resolution has been decided then AMS notifies all parties involved of the outcome. If, after notification AMS needs to take subsequent action to resolve, it will. If an AD-11 form was used, the resolution is recorded in it. Otherwise, the Resolution field in the Action Item will be used.

13.7 All complaints and appeals are completed in a timely fashion and once completed they are marked as such.